

Privacy Policy

Effective Date: 01 January 2023

XOX Technology Berhad (“XOX,” “we,” “our,” or “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you engage with our products, services, websites, and applications, including **i3Display, TeamTack, M3Blast, and i3Teamworks** (collectively, the “Services”). As a public listed company, we are dedicated to ensuring compliance with relevant data protection laws and regulations.

1. Scope of This Policy

This Privacy Policy applies to all personal data collected through our Services and related interactions, including:

- Website visits
 - Product use
 - Customer service inquiries
 - Marketing and promotional activities
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2. Information We Collect

We collect personal data in various ways to provide and improve our Services.

a. Information You Provide Directly

- **Account Information:** Name, contact details, email, and billing details during account creation or purchase of Services.
- **Support Requests:** Information provided through customer support or inquiries.
- **Feedback and Surveys:** Opinions and experiences shared about our Services.

b. Information Collected Automatically

- **Device Information:** IP address, device type, operating system, and browser type.
- **Usage Data:** Service interactions, login details, and user behavior within our platforms.
- **Cookies and Similar Technologies:** Tracking technologies to enhance user experience and analyze website performance.

c. Information from Third Parties

- **Business Partners:** Data received through integrations or partnerships.
 - **Public Sources:** Information from public records or social media platforms where consented.
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3. How We Use Your Information

We use the collected data to:

- Provide, operate, and maintain our Services.
 - Process transactions, including billing and payments.
 - Improve user experience by personalizing content and functionality.
 - Communicate updates, promotions, and relevant information (with your consent).
 - Ensure system security and prevent fraudulent activities.
 - Analyse and improve the performance of our Services.
 - Comply with legal obligations and enforce our terms of service.
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4. Disclosure of Information

We do not sell your personal data. However, we may share your data with:

- **Service Providers:** Companies that help us deliver our Services, such as cloud hosting, payment processing, and analytics.
 - **Affiliates and Subsidiaries:** For internal administrative purposes and to streamline operations.
 - **Regulatory Authorities and Law Enforcement:** To comply with legal obligations or in response to lawful requests.
 - **Business Partners:** In connection with co-branded products or joint service offerings.
 - **Corporate Transactions:** In case of mergers, acquisitions, or asset transfers.
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5. International Data Transfers

Your information may be transferred to and processed in countries outside your jurisdiction, including regions that may not offer the same level of data protection. We ensure that appropriate safeguards, such as contractual obligations, are in place to protect your personal data.

6. Your Rights

You may have the following rights concerning your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request corrections to any inaccurate or incomplete data.
- **Deletion:** Request the deletion of your data, subject to legal retention requirements.
- **Restriction:** Limit the processing of your data under certain conditions.
- **Portability:** Receive your data in a structured, commonly used, and machine-readable format.
- **Objection:** Object to the processing of your data for specific purposes, such as direct marketing.
- **Withdrawal of Consent:** Revoke consent where processing is based on your consent.

To exercise your rights, contact our customer care at **010-879 9292**.

7. Data Security

We take reasonable technical and organizational measures to secure your personal data, including:

- Encryption of sensitive data.
- Access controls and authentication mechanisms.
- Regular security assessments and updates.

However, no method of transmission or storage is entirely secure, and we cannot guarantee absolute security.

8. Data Retention

We retain your personal data for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law. Upon the expiration of the retention period, your data will be securely deleted or anonymized.

9. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience and analyze usage. You can manage your cookie preferences through your browser settings or our website cookie banner.

10. Third-Party Links

Our Services may contain links to third-party websites. We are not responsible for the privacy practices of these third-party sites. We encourage you to review their privacy policies independently.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the revised effective date. If we make significant changes, we will notify you through appropriate channels.

12. Contact Us

If you have any questions, concerns, or complaints regarding this Privacy Policy or our data practices, please contact us:

XOX Technology Berhad

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